

# INFORMATION

## EXCHANGE

December 2000

### Resources for Workforce Development Programs

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## Holiday Greetings

from the staff  
of the

## Employment Training Network

Thank you for the honor of serving you this  
past year. We wish all the best to you in  
2001!



## Workforce Development Update

The Local Training Response Unit (Training Unit) of the Employment Development Department (EDD) Workforce Investment Division (WID) has announced a partial schedule for the training workshop on Workforce Investment Act (WIA) Fiscal Requirements. This one-day session is designed for both new staff and those with some fiscal experience at the Local Workforce Investment Board (LWIB) level. The course will review the scope of the WIA federal fiscal requirements, fiscal systems, Office of Management Budget Circulars, One-Stop centers, Memoranda of Understanding, allowable costs, cost allocation/cost pooling, equipment, and record keeping. The following workshops have been scheduled:

Date	Location
January 9, 2001	Sacramento
January 11, 2001	Ventura County
January 16, 2001	Los Angeles City
January 17 & 18, 2001	Riverside County
January 24 & 25, 2001	San Diego County
February 14 & 15, 2001	Los Angeles City
February 22, 2001	Fresno
March 6, 2001	Monterey
March 15, 2001	Bakersfield

If you are interested in attending one of these workshops, an upcoming Information Bulletin located at [www.edd.cahwnet.gov/wiainbu.htm](http://www.edd.cahwnet.gov/wiainbu.htm) containing contact names and telephone numbers for each of these locations will soon be released. You may then contact the person designated for each area directly. Additional workshops are in the planning stages which include Merced, Long Beach, San Jose, Redding, LA County and San Bernardino County.

If your area is interested in hosting this workshop please contact the trainer Don MacMillan at (916) 654-8308.

The Training Unit is also in the process of designing a workshop entitled "Service Strategies for WIA Participants." It will be a one-day workshop featuring information about working with WIA customers, especially designed for frontline staff in the One-Stops. Topics of discussion will include: documentation, follow-up, incumbent services, career ladders, and effective linkages. Look for announcement of this workshop in early Spring!

## Mark Your Calendars!

### **California Workforce Investment Board (CWIB)**

*Executive Committee*

Los Angeles-December 1, 2000

*Full Board* - Los Angeles-December 14, 2000

[www.calwia.org](http://www.calwia.org)

### **Region VI USDOL - Workforce Excellence Academy**

Portland-December 5-7, 2000

Contact: (202) 693-2959

[www.workforce-excellence.net](http://www.workforce-excellence.net)

### **John Chamberlin/California Workforce Association**

**(CWA) - Workforce Investment Act (WIA) Regulations**

*Workshop*

Los Angeles-December 11, 2000

Sacramento-December 12, 2000

[calworkforce.org](http://calworkforce.org)

### **Paul Clayton/CWA - Powerful Job Clubs That Work**

Sacramento-January 11-12, 2001

[calworkforce.org](http://calworkforce.org)

### **CWA's Annual Policy & Legislative Conference -**

Sacramento-January 29-30, 2001

[www.calworkforce.org](http://www.calworkforce.org)

### **USDOL - Journey To Performance Excellence 2001**

Anaheim-January 30-February 2, 2001

[www.workforce-excellence.net](http://www.workforce-excellence.net)

### **California Placement Association (CPA) Annual Conference**

Bakersfield-March 7-9, 2001

Contact: Denise Crawford (661) 395-4070

[www.calplacement.org](http://www.calplacement.org)

### **One-Stop Workforce Development Conference**

Portland, OR-March 23-27, 2001

Contact: Melinda Gamble, CMP (703) 359-6200

[www.network-consortium.org](http://www.network-consortium.org)

## **Comprehensive Youth Strategy**

On October 30, 2000, the California State Workforce Investment Board (CWIB) Staff and representatives from State and Local partners held a youth workgroup meeting to develop a comprehensive youth strategy. Draft results of this meeting can be viewed at [www.calwia.org/whats\\_new.tpl](http://www.calwia.org/whats_new.tpl).

Comments regarding the comprehensive youth strategy were to be submitted by interested parties by November 29, 2000. Page 8 of the document contains a chart which reflects proposed flow relative to the development of workforce investment policy on youth.

For additional information, you may contact Jane Canty at (916) 324-2950.

## **Capacity Building Strategic Plan**

A draft strategic plan for capacity building activities statewide was recently released for comment to interested parties by the Employment Development Department (EDD) Workforce Investment Division (WID).

This plan has been developed as a key component of the State Workforce Investment Act (WIA) comprehensive plan for employment and training. Although the plan currently highlights the Employment Development Department (EDD's) capacity building activities, with the incorporation of comments, it will be modified to present a statewide perspective. EDD is currently in the process of reviewing and modifying the plan with internal and external partners. Comments and suggestions about the content of the plan are welcome. You may view the plan in its entirety on the EDD web site at [www.edd.cahwnet.gov/wiainbu.htm](http://www.edd.cahwnet.gov/wiainbu.htm).

## **State Releases Draft Customer Satisfaction Surveys**

The WID recently released an Information Bulletin transmitting two draft customer service satisfaction survey instruments for employers and participants. The WIA requires that customer service satisfaction surveys must be completed each program year. Interested parties were invited to provide comments and suggestions regarding the survey instruments by November 13, 2000. The State will consider public input prior to finalizing the survey instruments. The Information Bulletin containing the draft instruments can be viewed at the following web site: [www.edd.cahwnet.gov/wiainbu.htm](http://www.edd.cahwnet.gov/wiainbu.htm).

## **Governor Davis Announces \$1 Million Grant For Entertainment Industry Job Training Program**

*(The following is a Press Release from the Office of the Governor dated November 9, 2000 and may be viewed at: [www.governor.ca.gov/briefing/pressreleases](http://www.governor.ca.gov/briefing/pressreleases))*

SACRAMENTO - Governor Gray Davis today approved a \$1 million grant to Hollywood Entertainment Museum for an entertainment industry job training program.

"The entertainment industry in California offers a wide array of job opportunities for our youth," Governor Davis said. "This grant will be used to give high school students the vocational and other skills necessary to prepare them for well-paid, entry level employment in the entertainment industry."

A large number of students will be exposed to career opportunities in the entertainment industry while they are still in high school. This grant will offer high schools in Los Angeles County curriculum using the concept of contextual learning in the entertainment industry. The purpose of the program is to motivate 11th and 12th grade youth to remain in school, seek continued education and understand the link between education and job opportunities.

"Using the exciting field of entertainment to motivate kids to hone their English skills so they might write a script is a great way to improve basic skills. This program recognizes the importance of linking learning, reading, writing and math to jobs like building sets and designing costumes," Governor Davis added.

Hollywood Entertainment Museum currently serves at-risk youth through its Education Center and Academy for the Entertainment Arts programs. It also offers "Entertainment On the Go," a project that travels to local schools to share information with all students about entertainment-related professions on how to prepare for careers in the entertainment arts.

This million-dollar grant is drawn from the Governor's discretionary fund of the federal Workforce Investment Act.

## **SELACO WIB Opens Child Care Centers**

The Southeast Los Angeles Workforce Investment Board (SELACO WIB) recently received funding to open eight new community Child Care Centers.

In an effort to make their services more readily available to a greater number of those in need within their community, the SELACO WIB is creating these child care centers to help working parents and support working families.

A series of Childcare Provider Recruitment Fairs have been successfully conducted in an effort to staff the centers. On December 6, 2000 the SELACO WIB will host the third in the series of these fairs. Quality Children's Services (QCS) representatives as well as SELACO WIB staff will be on hand to interview applicants, accept applications, and hire candidates on the spot.

For more information, please contact Cecilia Rodriguez at (800) 481-6555 or (562) 402-9336, ext. 207. You may visit their web site at [www.selaco.com](http://www.selaco.com).

## **NOVA's Youth@Work Links Youth with Employers**

The North Valley Job Training Consortium (NOVA) has an innovative way of connecting youth with jobs!

Youth@Work is an on-line, interactive jobs database that matches youth seeking work with employers with jobs to fill. Job descriptions are given, but employers' names are not revealed on-line. The Youth@Work database can be accessed from any computer with Internet access. This free employment service is open to all youth (ages 14-24) in the Santa Clara Valley and on the Peninsula.

The process is simple. Employers can post job listings directly into the Internet database, and youth can search job information to find a match for their skills and interests. Once youth attend a workshop on preemployment skills, a counselor meets one-on-one with the job seeker to provide additional assistance and make a job referral.

Please visit [www.youthatwork.org](http://www.youthatwork.org) for more information on this award-winning program.

## **San Diego Celebrates Senior Mentor Kickoff**

On November 15, 2000, a celebration for California's first senior mentoring pilot was hosted in San Diego by the Executive Director of Comprehensive Training Systems (CTS).

The event attracted several dignitaries from San Diego who spoke in support of the project. David Mayer, technical advisor for California's senior mentor pilots, spoke on behalf of the Employment Development Department (EDD). Seven mentors were in attendance.

Training for the mentors took place over two days, and included information on CalWORKs, successful mentoring, and a summary of expectations for the mentors. The mentors were scheduled to start on November 20, 2000. Two mentors will work directly with CTS CalWORKs clients, one mentor will be placed onsite at

a San Diego assisted living facility, and the other nine mentors will be available for all other San Diego CalWORKs service providers.

The senior mentoring project, *California Mentoring Works*, was spearheaded by EDD to assist in post-employment retention of Welfare-to-Work participants. The project was being marketed through EDD's Senior Worker Advocate Office, utilizing the experience, wisdom, and work ethics of senior workers to increase long-term job retention for the hardest-to-serve Welfare-to-Work participants.

For further information on *California Mentoring Works*, please contact David Mayer, Senior Worker Advocate Office, at (916) 653-6670.

## Worthy Web Sites

### **[www.calmis.ca.gov](http://www.calmis.ca.gov)** -

The Employment Development Department (EDD) Labor Market Information Division (LMID) has created a most impressive web site with information galore!

Selecting the link *Occupational & Career Information* from the home page will provide the workforce development professional with invaluable information.

This link is organized into sections including Occupational Wage Data and General Occupational Information, Occupational Employment Projections, Job Opening sites, and a listing of related publications.

The web site also enables the viewer to subscribe to a monthly publication entitled, *LMI e-Newsletter*. This publication contains the latest news about additions to the LMI web site, new product and data releases, and announcements of special events.

Highlights of the November issue include the following articles: *Labor Force and Industry Employment Data for October 2000*; *2000 Directory of California Local Area Wages*; *Analysis of the Labor Supply in Information Technology Occupations*; and, *Career Opportunities Reports Awarded First Place*.

### **[www.disAbility.gov](http://www.disAbility.gov)** -

This web site contains information on U.S. federal programs, services and resources to employers, Americans with Disabilities and their families.

This site highlights current events of general interest, such as Americans With Disabilities Act (ADA) success stories, and information about employment trends, including the ever growing demand for technology workers.

### **[www.workers.gov](http://www.workers.gov)** -

This site was established to connect workers and their families to government services and information. It provides direct and easy access to government information and services on the following nine core categories: Jobs, Learning, Family & Health, Transportation & Housing, Money Management, Rights & Protections, Disabilities Resources, Citizenship, and Recreation & Travel.

### **[usworkforce.org/onestop](http://usworkforce.org/onestop)** -

This site contains a One-Stop Marketing brochure (in PDF format). It is a bi-fold color brochure with One-Stop regional contact phone numbers and a description of the One-Stop system, America's Job Bank, and America's Talent Bank.

## Welfare-to-Work

### **Multi-Regional Conferences on Substance Abuse**

The Substance Abuse and Mental Health Services Administration's Center for Substance Abuse Treatment and the Employment and Training Administration's Division of Welfare-to-Work are sponsoring a series of two day conferences - *Investing in Recovery: Their Success - Your Success*.

The conference is designed especially for local Welfare-to-Work competitive and formula grantees for the purpose of providing you with information about working with customers who need or have received substance abuse treatment. Find out why, if not addressed, substance abuse can sabotage your training, placement and retention efforts, and how participation in substance

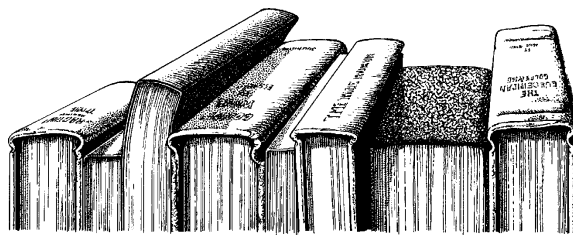
abuse treatment can complement your efforts, help you achieve your performance goals, and have very positive results for employers.

In addition, during the two days you will learn about drug testing, the implications of the ADA, how to identify Federal, State, and local resources, the Federal Bonding program, and more.

A two-day *Investing in Recovery* conference is scheduled for February 6-7, 2001 in Los Angeles, California.

For more information please visit the web site at: [wtw.doleta.gov/BROCHURE.html](http://wtw.doleta.gov/BROCHURE.html).

# Check It Out!



The resource materials listed below are available for loan from the ETN library. Please call (916) 654-8386 with your requests.

## WELFARE-TO-WORK

*Ten Steps for Implementing a Successful Welfare to Work Program*, Los Alamos National Laboratory "Bridge to Employment" Team, Welfare Reform Oversight Committee of the New Mexico State Legislature (J2009)

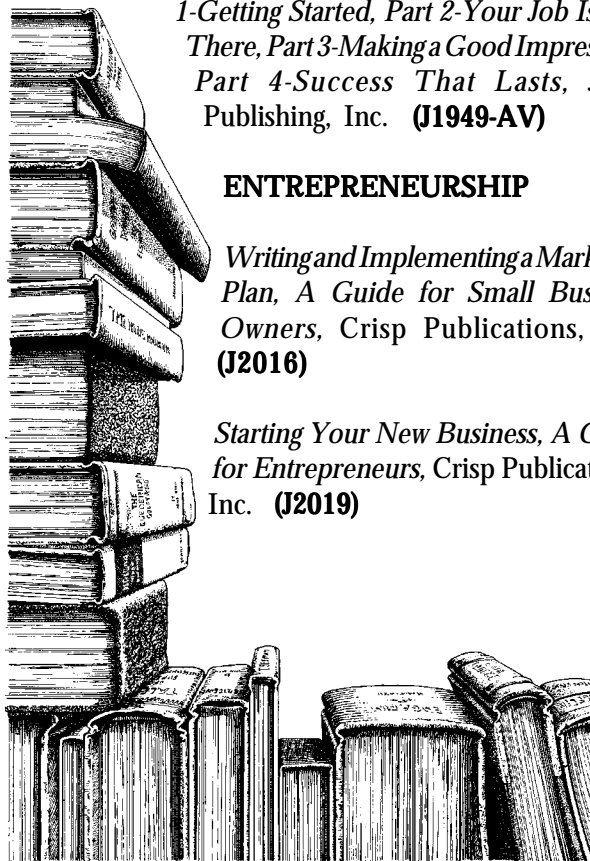
*Are You Better Off Working? Revised Edition* (Video & Worksheets), Curtis & Associates, Inc. (J2010-AV)

*Welfare-to-Work, 4-Part Video Series, Part 1-Getting Started, Part 2-Your Job Is Out There, Part 3-Making a Good Impression, Part 4-Success That Lasts*, JIST Publishing, Inc. (J1949-AV)

## ENTREPRENEURSHIP

*Writing and Implementing a Marketing Plan, A Guide for Small Business Owners*, Crisp Publications, Inc. (J2016)

*Starting Your New Business, A Guide for Entrepreneurs*, Crisp Publications, Inc. (J2019)



*Successful Strategic Planning, The Systems Thinking Approach to Building a High Performance Business*, Crisp Publications, Inc. (J2020)

## COMMUNICATION SKILLS

*50 Tips for Speaking Like a Pro*, Crisp Publications, Inc. (J2012)

*Getting Your Message Across*, Crisp Publications, Inc. (J2013)

*50 One-Minute Tips to Better Communication, A Wealth of Business Communication Ideas*, Crisp Publications, Inc. (J2014)

## CUSTOMER SERVICE

*Twenty Ways to Improve Customer Service*, Crisp Publications, Inc. (J2015)

*Great Ideas on Customer Satisfaction*, Parlay International (J1905)

## CHANGE MANAGEMENT

*Plan B, Converting Change into Career Opportunity*, Crisp Publications, Inc. (J2017)

*Managing Change at Work, Leading People Through Organizational Transition*, Crisp Publications, Inc. (J2021)

## CONFLICT RESOLUTION

*Managing Disagreement Constructively, Conflict Management in Organizations, Revised Edition*, Crisp Publications, Inc. (J2011)

## DECEMBER 2000

Monday

Tuesday

Wednesday

Thursday

Friday

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				<div> Workforce Investment Board -  Executive Committee  Los Angeles  <a href="http://www.calwia.org">www.calwia.org</a> </div>
4	5	6	7	8
	<div> USDOL  Workforce Excellence Academy  Portland - (202) 693-2959 </div>			
11	12	13	14	15
<div> John Chamberlin &amp; CWA  WIA Regulations  Los Angeles  <a href="http://calworkforce.org">calworkforce.org</a> </div>	<div> John Chamberlin &amp; CWA  WIA Regulations  Sacramento  <a href="http://calworkforce.org">calworkforce.org</a> </div>		<div> Workforce Investment Board -  Full Board  Los Angeles  <a href="http://www.calwia.org">www.calwia.org</a> </div>	
	<div> 2000 CalWORKs Partnerships Conference  San Diego - <a href="http://www2.sac-co.k12.ca.us/calworks">www2.sac-co.k12.ca.us/calworks</a>  FILLED TO CAPACITY </div>			
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## THE EMPLOYMENT TRAINING NETWORK *Resources for Workforce Investment Act (WIA) Programs*

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The Employment Training Network is an information dissemination project which provides one-to-one consultations, staff workshops and resources exclusively for California's Workforce Investment Act (WIA) programs. Through statewide networking, the Employment Training Network staff is able to offer diverse technical services using consultants in a variety of areas. Local Workforce Investment Areas (LWIAs) staff may benefit from the following services:

- **consultant services** - to enhance staff's skills, knowledge, and motivation
- **program site visits** - staff reimbursement provided for travel expenses
- **resource library** - up-to-date books, manuals and videos in a multitude of topics on loan for three weeks
- **referrals** - to other employment and training programs
- **Information Exchange newsletter** - informative newsletter announcing upcoming workshops, new resources, etc.

The Employment Training Network technical assistance services are available upon request to LWIA staff members or contractors operating LWIA programs. ETN staff: Diane Coad, Project Manager and Janine Cota, Administrative Assistant. **WIA funded agencies may receive Employment Training Network services by calling (916) 654-8896.**

**EDD is an equal opportunity employer/program.**